



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
United States Patent and Trademark Office
Address: COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, Virginia 22313-1450
www.uspto.gov

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/824,180	04/14/2004	Shmuel Shaffer	062891.1251	6361
5073	7590	04/02/2008	EXAMINER	
BAKER BOTTS L.L.P.			NGUYEN, KHAI N	
2001 ROSS AVENUE				
SUITE 600			ART UNIT	PAPER NUMBER
DALLAS, TX 75201-2980			2614	
			NOTIFICATION DATE	DELIVERY MODE
			04/02/2008	ELECTRONIC

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Notice of the Office communication was sent electronically on above-indicated "Notification Date" to the following e-mail address(es):

ptomail1@bakerbotts.com
glenda.orrantia@bakerbotts.com

Office Action Summary	Application No. 10/824,180	Applicant(s) SHAFFER ET AL.	
	Examiner KHAI N. NGUYEN	Art Unit 2614	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 04 January 2008.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-42 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-42 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____ |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

Response to Amendment

1. Applicant's amendment filed on January 04, 2008 has been entered. Claims **1**, **14**, **15**, **26**, **27**, **40**, **41**, and **42** have been amended. No claims have been canceled. No claims have been added. Claims 1-42 are still pending in this application, with claims **1**, **15**, **27**, **41** and **42** being independent.

Claim Rejections - 35 USC § 101

2. The text of those sections of Title 35, U.S. Code not included in this action can be found in a prior Office action.

Claims 27-40 are rejected under 35 U.S.C. 101 because the claimed invention is directed to non-statutory subject matter. The claims 27-40 are drawn to logic encoded in media, and therefore these claims do not fall within at least one of the four enumerated categories of patentable subject matter recited in section 101 (i.e., process, machine, manufacture, or composition of matter).

The claims fail to recite "A computer readable medium encoded with logic
.....executed" Again, the claims are directly drawn to logic which is non-statutory.

Claim Rejections - 35 USC § 103

3. Claims 1-8, 10-20, 22-34, and 36-42 are rejected under 35 U.S.C. 103(a) as being unpatentable over Huang et al. (U.S. Patent Number 6,577,726 hereinafter “Huang”) in view of Zhao (U.S. Patent Number 6,035,404).

Regarding claims 1, 15 and 27, Huang teaches a system, a method and the logic (col. 5 lines 35-64, i.e., Algorithms/Procedures/Pseudo Code) for enhanced extension mobility, the system comprising one or more processing units collectively operable to:
access user input indicating either:

a desire of a user to logon at an endpoint in a private mode according to which the endpoint supports only an extension of the user, wherein the user can be concurrently logged on at multiple endpoints (Fig. 1, 12 Client Without Hoteling “Private Mode”, col. 1 lines 2-3, col. 3 lines 37-38); or

a desire of the user to logon at the endpoint in a shared mode according to which the endpoint concurrently supports an extension of the user and one or more other extensions of one or more other users (Fig. 1, 11, 13 Clients Hoteling Enabled “Shared Mode”, col. 4 lines 19-22, col. 3 lines 59-60);

if the user input indicates a desire of the user to logon at the endpoint in a private mode according to which the endpoint supports only an extension of the user, configure the endpoint to support only an extension of the user (Fig. 1, 12 Client Without Hoteling “Private Mode”, 31 Application Server(s), 51 CTI Middleware Server, col. 2 lines 1-2, col. 3 lines 35-48); and

if the user input indicates a desire of the user to logon at the endpoint in a shared mode according to which the endpoint concurrently supports an extension of the user and one or more other extensions of one or more other users, configure the endpoint to concurrently support an extension of the user and one or more other extensions of one or more other users (Fig. 1 – 11, 13 Clients Hoteling Enabled “Shared Mode”, 31 Application Server(s), 51 Middleware Server, col. 4 lines 19-22, col. 3 lines 59-60).

However, Huang does not specifically disclose the user can be concurrently logged on at multiple endpoints. Although Huang teaches the user can be logged on at multiple endpoints (Huang – col.2 lines 26-30).

In the same filed of endeavor, Zhao teaches a system and a method for the user can be concurrently logged onto the system (Zhao – Figs. 1-2, Fig. 7 - col. 2 lines 9-13). The advantage of Zhao's system and method is to provide an access control system which can determine if additional concurrent user logins are permitted (Zhao - col. 2 lines 2-5).

It would have been obvious to a person of ordinary in the art at the time of the invention was made to apply a known technique to known device (i.e., concurrently logged on to a computer telephony integration system) ready for improvement to yield predictable results (see KSR – MPEP 2143). Therefore, it would have been obvious to a person of ordinary in the art to incorporate the user can be concurrently logged on, as

Art Unit: 2614

taught by Zhao, into the method and system of Huang in order to enhance the extension mobility.

Regarding claims 2 and 28, Huang teaches the system wherein one or more of the processing units are located at the endpoint and the logic being at least partly located at the endpoint (Fig. 1, 11-13 Client Workstations “processing units and logic”, col. 4 lines 29-30).

Regarding claims 3 and 29, Huang teaches the system wherein one or more of the processing units are located at a server remote from the endpoint and the logic being at least partly located at a server remote from the endpoint (Fig. 1, 31 Application Server(s), 51 Middleware Server, col. 4 lines 32-34).

Regarding claims 4, 16 and 30, Huang teaches the system, the method and the logic, wherein the one or more processing units are operable to:

prompt the user to select between private mode and shared mode at the endpoint (Fig. 1, col. 5 lines 37-38, i.e., hoteling flag “false” (private mode)); and

receive a selection by the user of either private mode or shared mode at the endpoint, the selection providing the user input (Fig. 1, col. 5 lines 38-41, i.e., hoteling flag “true” (shared mode)).

Regarding claims 5, 17 and 31, Huang teaches the system, the method and the logic, wherein the one or more processing units are operable to:

- prompt the user to enter an extension of the user to logon at the endpoint;
- access an extension entered by the user; and
- configure the endpoint to support the entered extension (col. 1 lines 62-67, col.2 lines 1-2, i.e., unique agent ID “extension”).

Regarding claims 6, 18 and 32, Huang teaches the system, the method and the logic wherein the one or more processing units are operable to:

- prompt the user to enter a password to logon at the endpoint;
- access a password entered by the user;
- determine whether the entered password is valid; and
- if the entered password is valid, configure the endpoint to support the entered extension (col. 3 lines 59-64).

Regarding claims 7, 19 and 33, Huang teaches the system, the method and the logic wherein the one or more processing units are further operable, in response to an incoming phone call received at the endpoint, to indicate a called extension of the incoming phone call if the endpoint is concurrently supporting multiple extensions of multiple users (col. 3 lines 46-48).

Regarding claims 8, 20 and 34, Huang teaches the system, the method and the logic wherein the one or more processing units are operable to display the called extension of the incoming phone call at a display screen of the endpoint to indicate the called extension (col. 1 lines 58-61).

Regarding claims 10, 22 and 36, Huang teaches the system, the method and the logic wherein the one or more processing units are operable to play a ring tone corresponding to the called extension to indicate the called extension (col. 3 lines 43-46).

Regarding claims 11, 23 and 37, Huang teaches the system, the method and the logic wherein the one or more processing units are further operable, if the endpoint is concurrently supporting multiple extensions, to:

prompt a user to enter a calling extension of an outgoing phone call from the endpoint (col. 3 lines 40-43, i.e., selects the Make Call option); and

generate signaling data for communication with the outgoing phone call that identifies the entered calling extension (col. 3 lines 44-46, i.e., CTI Sever dials the contact).

Regarding claims 12, 24 and 38, Huang teaches the system, the method and the logic wherein the one or more processing units are further operable, if the endpoint is concurrently supporting multiple extensions, to generate signaling data for

communication with every outgoing phone call from the endpoint according to a predetermined extension (col. 4 lines 55-65).

Regarding claims 13, 25 and 39, Huang teaches the system, the method and the logic wherein the one or more processing units are further operable, if the user input indicates a desire of the user to logon at the endpoint in a private mode according to which the endpoint supports only an extension of the user, to configure the endpoint according to one or more preferences of the user (col. 4 lines 66-67, and col. 5 lines 1-4, i.e., support for any agent to use a single login “private mode”).

Regarding claims 14, 26 and 40, Huang teaches the system, the method and the logic wherein the one or more processing units are further operable, in response to an outgoing phone call from the endpoint, to cause one or more of one or more call detail records (CDRs) and one or more billing records to be updated to indicate a calling extension of the outgoing phone call from the endpoint (col. 3 lines 40-45, i.e., make outgoing call from account contacts, col. 4 lines 13-15, i.e., call center agents track responses, col. 4 lines 45-46, i.e., checking runtime information).

Regarding claim 41, Huang teaches a system for enhanced extension mobility, the system comprising:

means for accessing user input indicating either:

a desire of a user to logon at an endpoint in a private mode according to which the endpoint supports only an extension of the user, wherein the user can be concurrently logged on at multiple endpoints (Fig. 1, 12 Client Without Hoteling "Private Mode", col. 1 lines 2-3, col. 3 lines 37-38); or

a desire of the user to logon at the endpoint in a shared mode according to which the endpoint concurrently supports an extension of the user and one or more other extensions of one or more other users (Fig. 1, 11, 13 Clients Hoteling Enabled "Shared Mode", col. 4 lines 19-22, col. 3 lines 59-60);

means for, if the user input indicates a desire of the user to logon at the endpoint in a private mode according to which the endpoint supports only an extension of the user, configuring the endpoint to support only an extension of the user (Fig. 1, 12 Client Without Hoteling "Private Mode", 31 Application Server(s), 51 CTI Middleware Server, col. 2 lines 1-2, col. 3 lines 35-48); and

means for, if the user input indicates a desire of the user to logon at the endpoint in a shared mode according to which the endpoint concurrently supports an extension of the user and one or more other extensions of one or more other users, configuring the endpoint to concurrently support an extension of the user and one or more other extensions of one or more other users (Fig. 1, 11, 13 Clients Hoteling Enabled "Shared Mode", 31 Application Server(s), 51 Middleware Server, col. 4 lines 19-22, col. 3 lines 59-60).

However, Huang does not specifically disclose the user can be concurrently logged on at multiple endpoints. Although Huang teaches the user can be logged on at multiple endpoints (Huang – col.2 lines 26-30).

In the same filed of endeavor, Zhao teaches a system and a method for the user can be concurrently logged onto the system (Zhao – Figs. 1-2, Fig. 7 - col. 2 lines 9-13). The advantage of Zhao's system and method is to provide an access control system which can determine if additional concurrent user logins are permitted (Zhao - col. 2 lines 2-5).

It would have been obvious to a person of ordinary in the art at the time of the invention was made to apply a known technique to known device (i.e., concurrently logged on to a computer telephony integration system) ready for improvement to yield predictable results (see KSR – MPEP 2143). Therefore, it would have been obvious to a person of ordinary in the art to incorporate the user can be concurrently logged on, as taught by Zhao, into the method and system of Huang in order to enhance the extension mobility.

Regarding claim 42, Huang teaches a system for enhanced extension mobility, the system comprising one or more processing units located at an endpoint and collectively operable to:

access user input indicating either:

a desire of a user to logon at the endpoint in a private mode according to which the endpoint supports only an extension of the user, wherein the user can be concurrently logged on at multiple endpoints (Fig. 1, 12 Client Without Hoteling "Private Mode", col. 1 lines 2-3, col. 3 lines 37-38); or

a desire of the user to logon at the endpoint in a shared mode according to which the endpoint concurrently supports an extension of the user and one or more other extensions of one or more other users (Fig. 1, 11, 13 Clients Hoteling Enabled "Shared Mode", col. 4 lines 19-22, col. 3 lines 59-60);

if the user input indicates a desire of the user to logon at the endpoint in a private mode according to which the endpoint supports only an extension of the user, configure the endpoint to support only an extension of the user and configure the endpoint according to one or more preferences of the user (Fig. 1, 12 Client Without Hoteling "Private Mode", 31 Application Server(s), 51 CTI Middleware Server, col. 4 lines 66-67, and col. 5 lines 1-4, i.e., support for any agent to use a single login "private mode");

if the user input indicates a desire of the user to logon at the endpoint in a shared mode according to which the endpoint concurrently supports an extension of the user and one or more other extensions of one or more other users, configure the endpoint to concurrently support an extension of the user and one or more other extensions of one or more other users (Fig. 1, 11, 13 Clients Hoteling Enabled "Shared Mode", 31 Application Server(s), 51 Middleware Server, col. 4 lines 19-22, col. 3 lines 59-60).

in response to an incoming phone call received at the endpoint, indicate a called extension of the incoming phone call if the endpoint is concurrently supporting multiple extensions of multiple users (col. 3 lines 46-48);

if the endpoint is concurrently supporting multiple extensions:

prompt a user to enter a calling extension of an outgoing phone call from the endpoint (col. 3 lines 40-43, i.e., selects the Make Call option); and

generate signaling data for communication with the outgoing phone call that identifies the entered calling extension (col. 3 lines 44-46, i.e., CTI Sever dials the contact).

However, Huang does not specifically disclose the user can be concurrently logged on at multiple endpoints. Although Huang teaches the user can be logged on at multiple endpoints (Huang – col.2 lines 26-30).

In the same filed of endeavor, Zhao teaches a system and a method for the user can be concurrently logged onto the system (Zhao – Figs. 1-2, Fig. 7 - col. 2 lines 9-13). The advantage of Zhao's system and method is to provide an access control system which can determine if additional concurrent user logins are permitted (Zhao - col. 2 lines 2-5).

It would have been obvious to a person of ordinary in the art at the time of the invention was made to apply a known technique to known device (i.e., concurrently logged on to a computer telephony integration system) ready for improvement to yield

predictable results (see KSR – MPEP 2143). Therefore, it would have been obvious to a person of ordinary in the art to incorporate the user can be concurrently logged on, as taught by Zhao, into the method and system of Huang in order to enhance the extension mobility.

4. Claims 9, 21 and 35 are rejected under 35 U.S.C. 103(a) as being unpatentable over Huang in view of Zhao, and in view of Marcus et al. (U.S. Patent Number 5,933,488 hereinafter “Marcus”).

Regarding claims 9, 21, and 35, Huang and Zhao disclose everything claimed as applied above (see claim 7, 19 and 33). However, Huang does not disclose expressly to audibly announce a name of a called user of the incoming phone call to indicate the called extension. Although Huang teaches to display the information associated with the call (Huang – col. 1 lines 58-60) and the phone is ringing for incoming phone call (Huang – col. 3 lines 43-45).

In the same field of endeavor, Marcus discloses the system, method and logic to automate an announcement system for a facility having multiple telephone units (Marcus - Fig. 1 – 30 ANNOUNCEMENT SYSTEM, 32 SPEAKER, col. 3 lines 1-4) and the audible announcement identifies the called party of the incoming phone call to indicate the called extension (Marcus – Fig. 1, col. 3 lines 10-14, col. 4 lines 33-40). The advantage of Marcus is additional level of security can be provided the check access

and announcement access parameters (Marcus – Figs. 2-3, col. 2, lines 59-63, and col. 3 lines 15-18).

Therefore, it would have been obvious to a person of ordinary skill in the art at the time the invention was made to provide Huang with the automated announcement system to enhance the extension mobility in hoteling applications.

Response to Arguments

5. Applicant's arguments with respect to claims 1-42 have been considered but are moot in view of the new ground(s) of rejection.

Conclusion

6. Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire **THREE MONTHS** from the mailing date of this action. In the event a first reply is filed within **TWO MONTHS** of the mailing date of this final action and the advisory action is not mailed until after the end of the **THREE-MONTH** shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of

the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to KHAI N. NGUYEN whose telephone number is (571)270-3141. The examiner can normally be reached on Monday - Thursday 6:30AM - 5:00PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad F. Matar can be reached on (571) 272-7488. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/K. N. N./
Examiner, Art Unit 2614

/Ahmad F. MATAR/
Supervisory Patent Examiner, Art Unit 2614

Application/Control Number: 10/824,180
Art Unit: 2614

Page 16